

# Skype

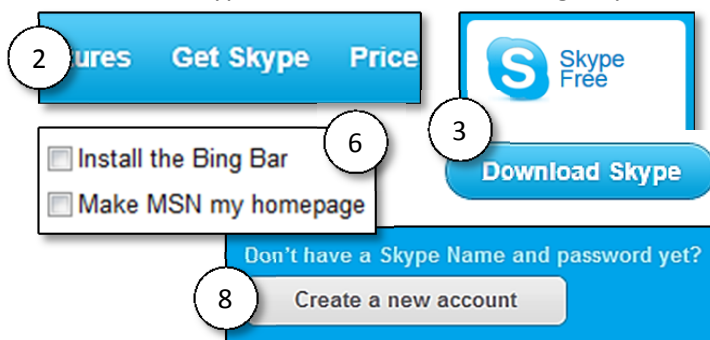
## Part 1 – Installing and setting up an account

This free program allows you to make free calls to other computers all over the World via the Internet. It uses VoIP (Voice over Internet Protocol) and both computers in the conversation need Skype installed. Users with a webcam and microphone can make live video calls. Skype can also do voice only or just text chatting.

There are no call costs when calling another computer - apart from using some of your broadband quota. Calls to real phones do have a cost and you must buy Skype credits to use this feature. Skype cannot be used for emergency calls.

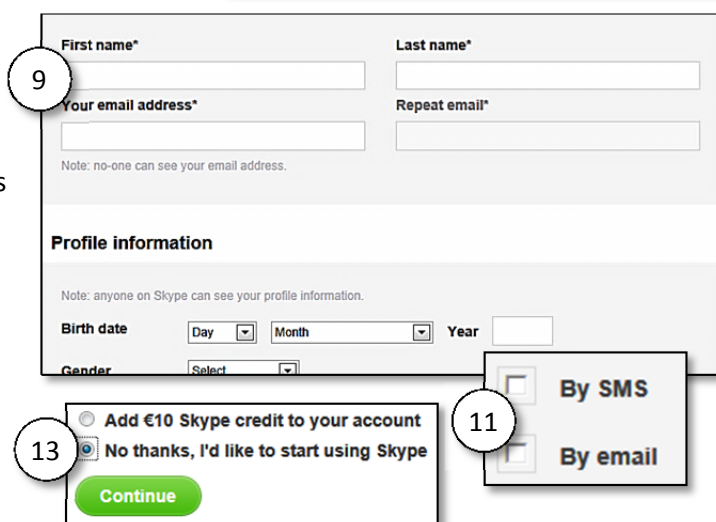
### Installing Skype

1. If you have a webcam or microphone, set it up first
2. Go to [skype.com](http://skype.com) → Get Skype → Windows
3. In the Skype Free section → Download Skype
4. A popup will appear → Run
5. Allow changes if asked and Agree to the terms
6. Remove the tick from Bing and MSN
7. Skype will install and then show the login screen



### Create an account

8. Click 'Create a new account'
9. Only the items on the form with a \* are required
10. Your Skype name does not have to be your real name. It cannot have spaces
11. Remove the ticks from SMS and email notifications
12. Type the twisted writing as one word → Agree



### Refuse Skype credits for now

13. Click the button on 'No thanks'
14. Continue → The close your browser

### Start Skype

15. Click the Skype shortcut on your desktop
16. Type in your username and password
17. I don't advise to tick the 'Sign me in when Skype Starts' box. If you always have to type your password you're more likely to remember it → Sign me in

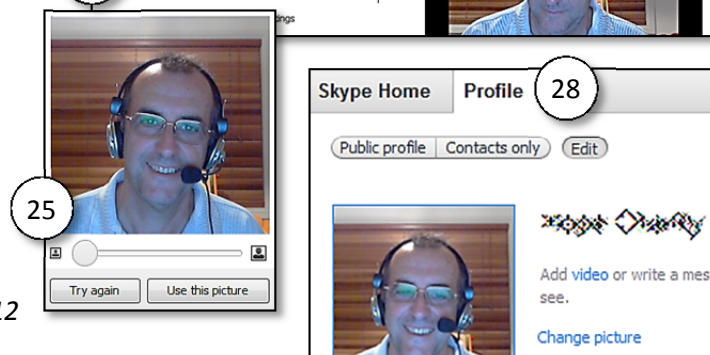
### Check sound and video

18. The options available here will depend on the equipment you have. If you have a microphone and webcam, Skype will offer to check them. Most webcams have a microphone built-in or you can use a desktop microphone or headset → Continue
19. Click Test sound button to hear some tones
20. Speak to see if the microphone levels change
21. See if you are in the webcam window
22. At the top of each area is a menu to change devices if necessary → Continue



### Create a profile picture

23. Click 'Browse...' to search on your computer
24. Click 'Take a picture' for a webcam shot
25. Once the picture is in place you can use the slider to zoom in → Click 'Try again' or 'Use this picture'
26. On the next screen click 'Start using Skype'
27. The Skype Home page will appear. This is where you will add contacts and conduct calls or messaging
28. Profile tab is where you can change your details or picture. Click Public to see what is seen by everyone



Mark Young 23.4.2012

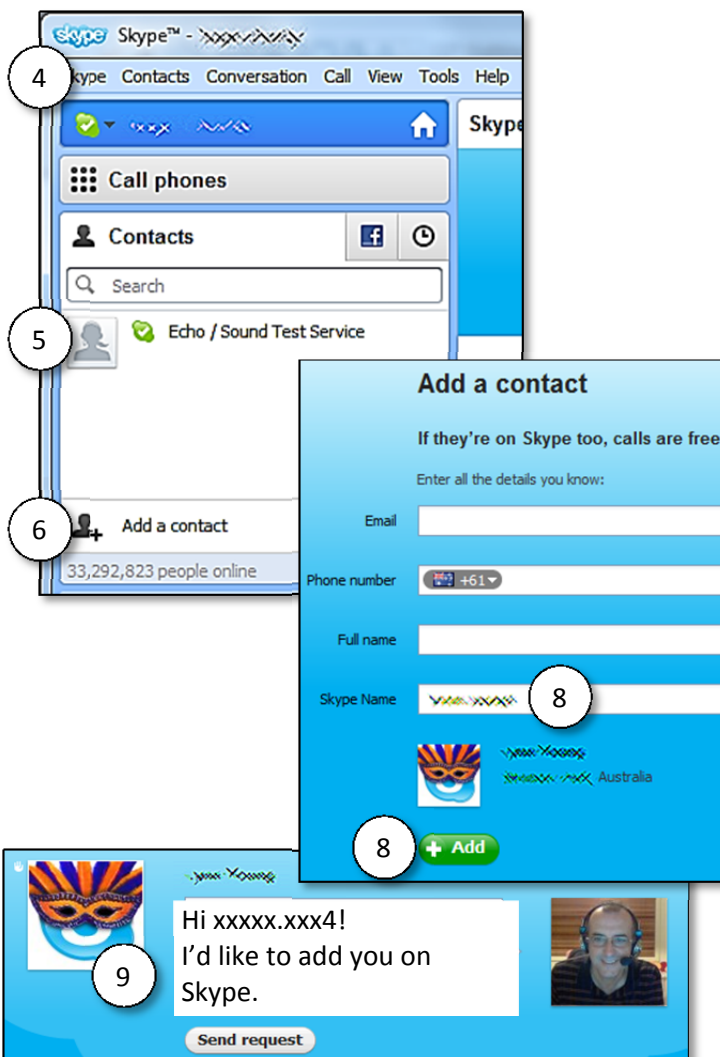
# Skype

## Part 2 Adding Contacts

You need to add some contacts so you can call them. This is done by asking Skype to find them in its list of over a billion users. Many people have the same name, so finding a user is far easier if you have already asked them for their Skype Name or know the email they used when creating their account. Once the person has been found, send them a request to become mutual contacts and they can choose to agree.

### Start Skype

1. Skype may be set to start when your computer is turned on and you will hear Skype will make its start-up sound as the Desktop appears. Its icon will then be in the Taskbar in Windows 7 or in the System Tray in earlier versions.
2. Automatic start-up can be turned off in Tools menu → Options → General Settings → Remove the tick from 'Start Skype when I start Windows'
3. Otherwise start Skype from a shortcut or Start → All Programs
4. The main Skype window will appear
5. In the Contacts list there will be a Contact called 'Echo / Sound Test Service'. Don't delete this.



### Add a new contact

6. Click the 'Add a contact' box at bottom left
7. The 'Add a contact' window will appear
8. Type in their Skype name → Narrow it down to one person → click 'Add'
9. A request text will appear → change the text if you want → click 'Send request'
10. A 'Contact request sent...' window appears. Don't enter a phone number & close the window
11. The new Contact will appear in the Contacts list, but it will have a question mark in the Skype logo that is next to it.

### The other person must accept your request

12. They will see a number in Contact request box
13. If they click on it they see a dialog with 'This person would like to connect with you'
14. They can click on any of four choices
15. If they choose 'Add to Contacts', your name will be added to their contacts list.
16. It will have a green Skype logo that has a tick when you have Skype running on your computer

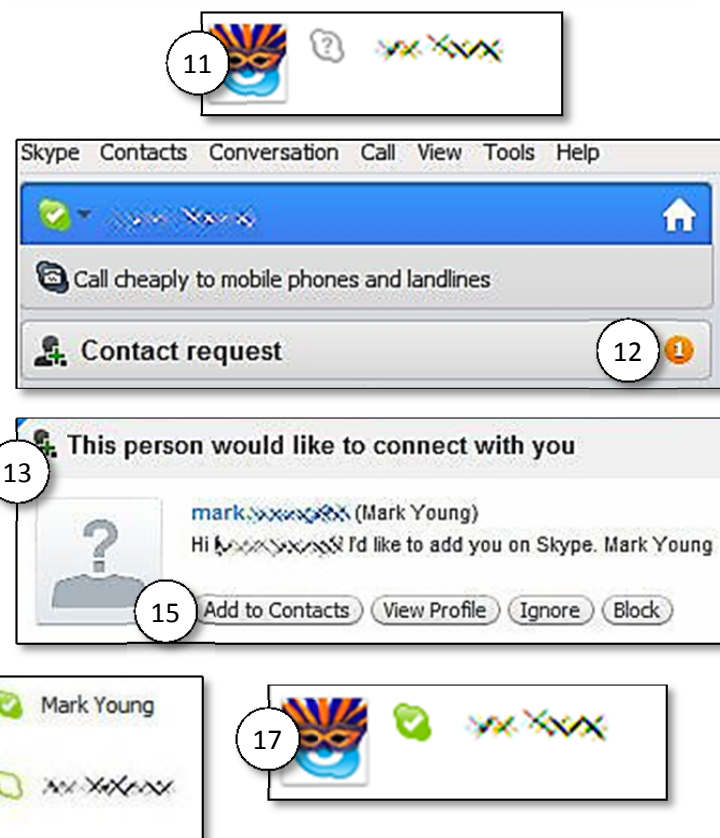
### You now have a new Contact that you can call

17. The new person will be added your contacts list and will have a green Skype logo.
18. It has a tick when they have Skype running

### Skype User Guides

19. Skype has excellent online help pages
20. Go to Help menu → Get Help

Mark Young 29.4.2012



# Skype

## Part 3 – Making a call

Skype can make video or voice only calls to your Contacts. Here is some equipment you might need:

**Video Calls:** Modern laptops have a camera above the screen and a pinhole microphone near the keyboard. If you need to buy a webcam, two good brands are Logitech or Microsoft. There is no need to pay more than about \$50. The quality of a video call will vary. See: <https://support.skype.com/en/faq/FA597/What-do-I-need-to-make-a-video-call>

**Voice Calls:** Most webcams have a microphone on the front and the video can be turned off. You can get a desk microphone or a headset with both speakers and microphone.

The instructions here are very simplified. For more detailed information go to Skype's Help menu → Get Help → How to guides → Making a video call

### Start Skype

1. Skype is likely to be already running.
2. In Windows 7 look in the Taskbar → click on it
3. In older versions, look in the system tray on the right-hand end of the Taskbar → double click on it
4. Otherwise, start it from a shortcut or All Programs
5. The main Skype window will appear

### Start a video call

6. Look in the contacts column on the left side for a person with a tick in the green Skype icon
7. Click on them and these 4 buttons will appear
8. Click 'Video call' to use your camera
9. Skype will change to the calling screen
10. The other person will hear the Skype call tones
11. A dialog box ask them to Answer (by voice only), Answer with video (only available if they have a camera), Decline (dismiss the call) or Transfer the call to another contact (the small grey button)
12. If they choose Answer (by voice) they will still see you, but you will not see them

### During a video call

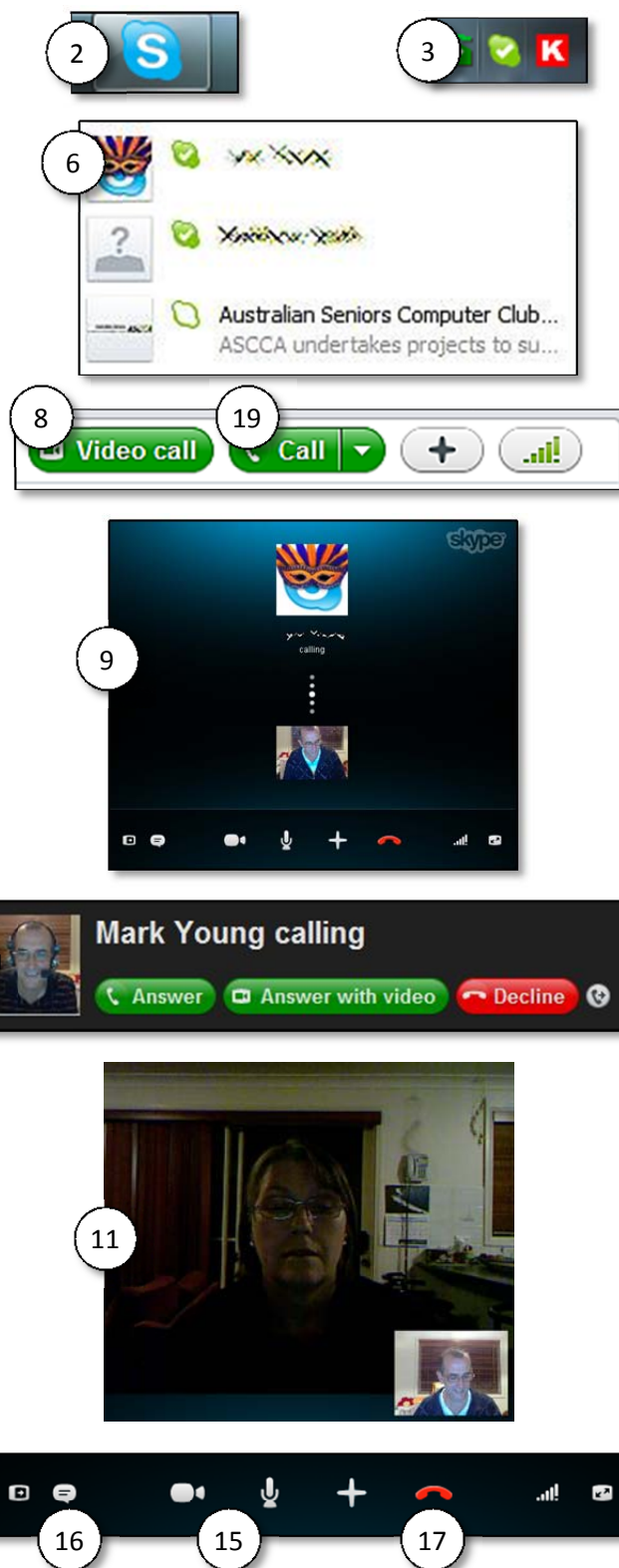
13. When the other person answers, after a short delay you will see them as the main picture and yourself at bottom right. You can begin your conversation
14. Hovering your mouse over the bottom of the screen will bring up the toolbar with some other options
15. Click the camera or microphone to turn it off or on
16. Click the speech bubble to type a message
17. Click the red phone to hang up the call

### Start a voice call

18. Click a Contact who is online
19. Click 'Call' to use voice only. (The menu triangle on this button is for paid calls to phones)
20. You will not see the other person. If you have a camera you can turn it off with the button
21. Hang up with the red phone

### Download usage

22. These are based on estimates on the Skype website
23. **Voice only call:** under 1MB per minute
24. **Video call:** low quality = 2.5MB per minute; high quality = 12MB per minute
25. For more detail see: <https://support.skype.com/en-us/faq/FA1417/How-much-bandwidth-does-Skype-need>
26. Many ISPs charge for downloads as well as uploads so usage will be double what is stated above





# Skype

Try some of these options once you have mastered the basics.

## Messaging

1. Click on a Contact → a message box appears at bottom right of screen. (Ticking the SMS box is a paid service)
2. Type your message → if you want, add a smiley by clicking the little face → click the blue button to send
3. If they have Skype running, the receiver will get a popup on the bottom right-hand corner of their screen
4. When they open Skype, they will see an orange number next to 'Recent'. If they click on it, then click on the person they can continue the conversation
5. Messages can be sent while making a video or voice call → click the blue speech bubble to begin
6. The entire chat text appears above the message box

## Screen sharing

7. Only one person's screen can be shown at a time
8. If you want to share your screen, you must turn off your webcam by clicking on the camera in the toolbar
9. Click the + button → Share screens
10. (There is a menu triangle that allows you to choose a single window instead of the whole screen if you wish)
11. Click Start. The other person will now see your screen
12. Your screen will have a red line around it
13. To stop sharing, click the + sign → Stop sharing
14. You could then turn your webcam back on

## Status buttons

15. Go to the Skype menu → Online Status
16. You can then choose the Skype logo that appears next to your name on your contacts' computers
17. You can show that you are Away, Do Not Disturb, etc
18. In Windows 7, these buttons are also available when you hover your mouse over Skype's taskbar button
19. See Help → Get Help for more detail on them

## Mobile skype

20. There is a free Skype app for smartphones and tablets
21. It works in a similar way to the computer program and runs on both Wi-Fi and mobile broadband
22. Video quality can vary depending on the quality of the service in your location
23. Be aware of the high data usage of video calls and use Wi-Fi where possible

## Paying for Skype

24. Extra services have a cost. They include: calls to landline phones and mobiles, SMS messaging, getting a phone number for your Skype account and voicemail
25. You can also get a Skype Premium account that includes group video calling and group screen sharing. (In the free version only two people can make video calls and only one person can share their screen at a time – and only if they turn video off)
26. There are pay-as you go, subscription and Skype credit options for paying for the extra services

Mark Young 8.5.2012

## Part 4 – Advanced options

